

Dematic Support

Joe Certo

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Case Number	11278114	Previous Case ID	
Case Owner	<a href="#">Diane McBurnett</a>	Escalated	<input type="checkbox"/>
Account Name	<a href="#">Certo Brothers - West Seneca, NY</a>	Case Origin	Phone
Contact Name	<a href="#">Brian Buck</a>		
Status	<input type="checkbox"/> Closed		
Category	<input type="checkbox"/> Electrical		
Priority	<input type="checkbox"/> 3		
Priority Description	<input type="checkbox"/> System Operational		

**Information**

Subject	The Pallet Printer is not printing
Description	Right angle transfer. The Pallet Printer is not printing. Same issue as 11260261
Resolution	<input type="checkbox"/> Change scanner

**System Information**

Date/Time Opened	11/23/2015 1:33 PM	Date/Time Closed	11/24/2015 3:10 PM
Created By	<a href="#">Manveer Hira</a> , 11/23/2015 1:33 PM	Last Modified By	<a href="#">Diane McBurnett</a> , 11/24/2015 3:10 PM

**Comments**

### Comments

Public Comment	Name	Date Time
Site has a printer not working out of CC14 Connected to CC14 and toggled bit but it would not print - they may need to change out that printer	Diane McBurnett	11/23/2015 2:17 PM
They then said merge is not running - said it was CC5 - connected to CC5 and it was not merge Found that merge is CC4 so I connected to CC4 and about that time they got it running		

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